City of Long Beach
Long Beach Public Library – MacArthur Park Branch Library

Library Plan of Service – Section 20440 (d) (3)

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Executive Summary

The City of Long Beach and the Long Beach Public Library have proposed a new, 16,155 square foot branch library for the MacArthur Park neighborhood. This facility is meant to replace the existing Mark Twain Neighborhood Library, a 2,130 square foot branch that was constructed in 1958 as part of a Parks and Recreation facility and intended as a temporary facility. The branch will serve a population of nearly 58,000 that is expected to reach 63,000 by 2010. City officials believe the population figures to be greater than reported due to a significant undercount of immigrant populations in the 2000 U.S. Census. Based on the 2000 Census this area is the most ethnically diverse section of the City of Long Beach—54% Hispanic, 22% Asian, 22% White and 15% African American. The area is home to the largest Cambodian population outside Cambodia proper.

The service community is economically poor. There are many immigrant families; housing is crowded, the educational level is low, and literacy rates are low. Not surprisingly, this area of the City is troubled by the ills that deprivation brings, such as high crime and unemployment. There are many children in the service population—more than 44% of the population is currently under 19 years of age. Consequently, the need for educational and library services is great. Neighborhood residents speak warmly of their little Library as a place in the community where everyone is equally welcome, where children are safe, and where people can work side-by-side in a nurturing atmosphere. This MacArthur Park community cherishes its neighborhood Library, but they desperately want a "bigger and better Library." They also dream about a place that will be a landmark of civic pride and will serve as an impetus to the improvement and revitalization of the Anaheim Corridor. At this time, the proposed new Library will be known as the MacArthur Park Branch Library.

The Plan of Service for the MacArthur Park Branch Library is the result of a community needs assessment undertaken over a period of three years from 2000 – July 2002. Services described here are tailored to meet the expressed needs of this unique community, and they reflect a high level of cooperative planning with the Long Beach Unified School District. The Plan of Service is compatible with and supports the Long Beach Public Library's five-year plan, *Global Reach~Local Touch: A Strategic Plan to Improve Library Service to the Long Beach Community, 2001-2005*. The Library's plan, in turn, supports the priorities of the City's ten year strategic plan, *Long Beach 2010* with its focus on neighborhoods, youth and education, bridging the "digital divide," strong collaboration amongst the public, private and non-profit sectors, and infrastructure.

Implementation of the Plan of Service depends on the construction of a new facility, as the current Library cannot accommodate the required collections, seating, electronic infrastructure, public meeting and study areas and staff space needed to put the Plan of Service into action. Therefore, the first priority is to construct a new facility that is able to meet the needs of the service area community—a community that is greatly in need of expanded Library support.

The Plan of Service will offer the entire community a variety of services to meet needs identified in the Community Needs Assessment.

- Based on service area demographics and community input, collections, services and spaces will be balanced to serve all age groups (youth, adults and seniors) and to meet the special needs of disabled patrons and those who need Spanish and Khmer materials. The new Library will address two major shortcomings of the current branch, which are the displacement of adult collections and services in order to meet the critical needs of youth and the lack of compliance with ADA guidelines.

- Information services, organized around collections and reference service, will be provided to help patrons locate information in areas that pertain to their personal, educational and working lives. Resources will be provided in print, audiovisual and electronic formats. Library staff will work with library users to find answers to their questions, and to educate users about the pathways to information so that they are increasingly able to locate needed information on their own.

- Given the projections in the growth of the youth population, services to youth will continue to be a very high priority. These services will include collections and programming for very young children to improve language exposure and reading readiness so that they will become successful students during their school years.

  The needs assessment identified a great need for expanded homework center services. A key component of the Plan of Service is the Family Learning Center Program—a cooperative service planned jointly by the Library and the Long Beach Unified School District. The Family Learning Center will be an interactive teaching and learning space, providing homework assistance and computer training to students and their families, helping students to be academically successful and empowering parents as participants in their children's education.

  The need for enhanced services and a separate space for teens will also be addressed.

- Technology, computing power, and information literacy services will have a key role in the Branch Library. Many, even most members of the community do not own home computers and/or do not have Internet access in their homes. They will rely heavily on the Branch Library for computer access. Twenty-seven public access computers, with time management software, will be available to all library visitors, and 16 additional public training computers will be part of the Family Learning Center and Computer Learning Lab. In addition, 24 wireless laptop computers will be available for use in the Library by individuals and for training.

  All study and meeting spaces will be wired to accommodate stationary and/or laptop computers. The overall infrastructure of the new Library will allow for a wide range of technology applications now and in the future, so that technological growth and change can be accommodated.

- Other spaces to support the Plan of Service will include greatly expanded seating for all ages, including comfortable seating, quiet study spaces, a group study room and tutoring space for literacy training and other needs, and, very importantly, a community meeting room to accommodate the need for expanded educational and cultural programming. Back-room work space, which is non-existent in the current Library, is also essential.

Service goals and objectives for the MacArthur Park Branch Library are derived directly from the Community Needs Assessment and are meant to have a significant, positive impact on the lives of community residents. Using a variety of evaluation methods the Library, on a biennial basis, will conduct a comprehensive evaluation of the effectiveness of its services in meeting these community needs

Because the Library will have such prominence by virtue of its mission, its location, and its architecture, community leaders see the new Library as a catalyst to revitalize the area and to create a powerful synergy in the heart of this community.

The new Branch Library will become a focal point and destination for the community and will inspire neighborhood pride. The new Library seeks to become the "heart" of the community.

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Mission Statements

Long Beach Public Library Mission

The Long Beach Public Library is committed to meeting the information needs of our culturally diverse and dynamic population.

- *We provide quality library service through a staff that is responsive, expert, and takes pride in service*

- *We offer a wide selection of resources and materials representing all points of view.*

- *We support lifelong learning, intellectual curiosity, and free and equal access to information.*

The Library was able to further refine the jurisdiction mission statement to the needs of the MacArthur Park neighborhood through the:

1) ongoing work with the community that takes place on a daily basis at the Mark Twain Library,
2) partnerships that are in place through library outreach activities, and
3) information gathered during the recent community based needs assessment.

The new MacArthur Park Branch Library mission statement reflects the vision the community has for their new library.

MacArthur Park Branch Library Mission

The mission of the MacArthur Park Branch Library is to meet the lifelong learning needs of this diverse community through quality collections and responsive services, new technologies, active public participation and partnerships with the local schools and community organizations. The new Branch Library will become a focal point and destination for the community and will inspire neighborhood pride. In a word, the MacArthur Park Branch Library seeks to become the "heart" of the community.

This jurisdiction mission relates to the proposed new MacArthur Park Branch Library in the following ways:

The new Library will develop collections services, and programs based on its commitment to meet the information needs of all the residents who live and work in the highly diverse service area served by the MacArthur Park Branch Library.

Staff who work at the new Library will be hired based on their knowledge and skills including language skills and will be trained to provide quality service.

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<u>Long Beach Unified School District Mission</u>

The mission of the Long Beach Unified School District is to ensure the educational success of all students by having high expectations, a commitment to excellence, and a comprehensive program, confirming the belief that all students can learn and become responsible, productive members of a competitive society.

The Long Beach Public Library and the Long Beach Unified School District are mutually committed to provide a quality program of education, enrichment and civic activities for all residents of the City and District. The proposed joint venture will result in an enhanced level of service to students in the critical after-school hours and to adult learners as well.

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Meeting the Needs of the MacArthur Park Community

For 45 years the Mark Twain Neighborhood Library has served the MacArthur Park community in a 2,130 square foot library. This community of 57,433 is a microcosm of the City's diversity with Hispanic, Asian, Caucasian, and African American residents. The neighborhood is challenged by high crime, gang activity, and unemployment. More than 44% of residents are 19 years of age or younger. The needs of the large youth population have completely overwhelmed the small library and displaced collections and services for adults and seniors. Over the past 20 years, youth have become the primary library users. However, this plan based on the needs identified in the community needs assessment aims to restore a balance in collections, programs, and services for all residents.

A larger library will meet the needs identified in the community needs assessment and will allow for:

  expanded collections for all ages (seniors, adults, teens, school age, pre-school) to meet educational, informational and recreational needs
   with a variety of formats for all ages, and
   with a variety of formats for special needs (visually and hearing impaired)

  expanded collections in Spanish and Khmer to meet the needs of non-English speaking patrons

  expanded access to computer equipment, software and online/electronic resources to bridge the huge digital divide in this community

  expanded seating for all ages to
   enable patrons to use resources in-house
   have a quiet place to concentrate or study

  space for teens

  expanded and enhanced homework center services to
   meet the needs of a large youth population (44% under 19 years of age) for increased educational support
   meet the needs of the large number of bused students (over 7000) who don't have access to a school library after-hours or weekends and who rely on the neighborhood public library for these services

  expanded programming to meet the community's informational and cultural needs and to promote intercultural understanding

  back-room work and office space for staff

  dedicated parking for library patrons

  public restrooms in the building

  BALANCE in services to residents of all ages (adults, teens and children)

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The new Library has the potential to be "more than a library." Residents want a place that contributes to the growing sense of pride and community, a place of opportunity and enrichment, a destination.

The limitations of the current Library are many. The current facility is overcrowded and noisy, offers very limited resources, seating and computer access, does not meet ADA access standards, has no community room for programming, has no dedicated staff space, no dedicated parking and no public restrooms. The demand for library services, access to electronic resources and the need for space will become more acute as the population increases. The conditions at the existing Library limit the community's access to resources and learning opportunities so valued and needed in this neighborhood.

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Primary Library Roles

The following roles for the MacArthur Park Branch Library, identified through a comprehensive three-year community needs assessment process, tie directly to the Library's jurisdiction-wide strategic plan for 2001-2005. A key s*trategic direction* in that plan seeks to "enhance the capacity of the Library as the community's information, education and learning center." The roles of the new MacArthur Park Branch Library provide the overall framework for the Plan of Service and reflect service priorities unique to the MacArthur Park community. These six primary roles are:

Information Access
Resources on a wide array of subjects and in a variety of formats with special emphasis on education, employment, social services and daily living to meet the information needs of all residents and to serve as a resource for lifelong learning and enrichment.

Lifelong Learning and Literacy Support
Extensive collections in a variety of topics for self-directed personal growth and development for all ages, to include reading readiness and family literacy.

Formal Learning Support
Collections, technology, spaces, a partnership with the Long Beach Unified School District and qualified academic assistance for students of all ages.

Computer Literacy
Technology and training to enhance life skills and employment opportunities for community members.

Community Resource Center
Meeting spaces, programs, and services that make the library the focal point of the neighborhood, promoting intercultural understanding, and contributing to a growing sense of pride.

Serving diverse user groups
Collections, spaces, and services to meet the needs of the disabled and an ethnically diverse community including bilingual services as well as programming and resources in non-English languages, particularly Spanish and Khmer.

The realization of the roles, goals and objectives set forth in this plan is dependent on the construction of a new neighborhood library for the community. Following construction, the Plan of Service is expected to serve as a guide for the first three years of library operations, after which it will be reevaluated for its responsiveness to changing community needs and updated biennially.

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Goals, Response to Community Needs Assessment, Objectives, Service Indicators, and Implementation Plans

These goals, objectives, service indicators, and implementation plans incorporate the planning results from the Library's five-year strategic plan, *Global Reach-Local Touch, 2001-2005* supplemented by needs identified in the in-depth 2002 community needs assessment for the MacArthur Park Library service area. See Appendix A for the full text of the plan.

<u>**Goal 1: Information Access**</u>
To meet the information needs of service area residents on a wide array of subjects and in a variety of formats with special emphasis on education, employment, social services and daily living and to serve as a resource for lifelong learning and enrichment.

> <u>**Response to Community Needs Assessment:**</u> Community residents expressed a need for practical information to help them manage their day-to-day lives and for knowledgeable and friendly library staff who can assist them in locating and using that information. Home computers and Internet access are not widely available, and the community noted its reliance on the neighborhood branch library for online information needs, including Internet access.

A. Objectives: Programs and Services
1. Provide qualified reference staff to assist patrons in locating information.
   Service Indicators: number of information requests handled; patron satisfaction survey
2. Provide access to a minimum of 67 (this includes 43 PC's and 24 wireless laptops) public access computers and printing services.
   Service Indicator: computer use statistics
3. Increase access to electronic resources to expand the scope of limited local resources.
   Service Indicator: database use statistics
4. Expand and maintain the community resource file to include a wide range of social services specific to the MacArthur Park area.
   Service Indicators: number of entries added; database use statistics; patron satisfaction survey
5. Stock a self-serve information kiosk with a wide assortment of fliers, local throwaway newspapers and pamphlets regarding programs, social services and agencies serving the community.
   Service Indicator: use of materials
6. Provide a greeter to welcome patrons and direct them to the services they need.
   Service Indicators: number of requests for assistance; patron satisfaction survey
7. Promote the use of system-wide reserves.
   Service Indicator: number of reserves placed

Implementation: All staff will receive ongoing customer service training. Librarians will receive training to refresh reference interview skills and to learn about new resources including on-line databases. The LBPL has an extensive in-house training program that is supplemented by MCLS workshops. Library staff will need to contact

groups about their programs and services, display and maintain the agencies' information.

B. Objectives: Collections and resources
1. Expand the book collection from 28,000 to 63,000 items over a five-year period.
   Service Indicator: collection size
2. Provide an opening day collection of a minimum of 35,000 items:
   Children's materials (50%), adult materials (40%) and teen materials (10%) with an overall 15% for audiovisual materials
   Service Indicator: collection size
3. Maintain collections that are current and useful.
   Service Indicators: circulation statistics; unfilled requests; collection turnover rates
4. Conduct biennial inventory and weeding of the collections.
   Service Indicator: number of items withdrawn
5. Develop a reference collection of 1,050 current sources.
   Service Indicator: collection size
6. Develop a media collection of 9,450 items over a five-year period to include videos, DVDs, CDs, Books-on-Tape.
   Service Indicators: collection size; circulation statistics for media collections

Implementation: Staff, using the professional tools provided (reviewing journals, electronic resources, centralized order lists), purchase materials to support community needs. The library's acquisition department processes orders electronically using the Dynix system and facilitates processing and cataloging.

C. Objectives: Spaces
1. Design a combined Information/Reference and Children's Service Desk that is user and staff friendly as well as highly visible.
   Service Indicators: patron satisfaction survey; ease of serving families
2. Provide convenient space within the reference area for the use of reference and special resources.
   Service Indicators: user seat count; shelved from table reference collection count
3. Provide computers adjacent to the reference area so staff can readily provide hands-on assistance.
   Service Indicators: user seat count; reference transaction count; on-line database searches

Implementation: Involve staff early on in the design process with the architect and ergonomic specialists. Visit nearby libraries such as Cerritos, Los Angeles city and county, to get ideas.

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Goal 2:   Livelong Learning and Literacy Support

To support self-directed personal growth development for all ages including reading readiness and family literacy.

Response to Community Needs Assessment: A written community survey and meeting comments pointed to a strong interest in a wide variety of topics in all formats for all ages. Demographics gathered in the assessment show that the neighborhood has an unusually large proportion of children. Neighborhood residents frequently expressed a high priority for services to help their children become successful students and a desire for pre-school reading programs at the library. In addition to the enjoyment provided by these resources, area educators noted the importance of English audiovisual resources being used in the home to assist in English language acquisition.

Non-English speakers who participated in the needs assessment, most of whom were immigrants, voiced their need for continued access to language learning and tutoring. Area educators and community leaders also commented repeatedly on the need for adults to achieve competency in the English language in order to find gainful employment and to help their children to be successful in school.

A. Objectives: Programs and Services
1. Collections will be easily accessible and encourage browsing by subject areas.
   Service Indicator: circulation of materials for adults
2. Staff knowledgeable in subjects and topics of interest to the general public will provide expert assistance in locating materials of all types and in all formats.
   Service Indicator: number of information requests handled
3. Staff will develop special topical displays of materials and resources.
   Service Indicator: circulation of display materials
4. Provide reading readiness activities, including story times for toddlers, preschoolers and children in the primary grades; reading circles/clubs for children in the fourth – sixth grades; and reading programs including the summer reading program for preschoolers, school-age children, and teens; a book discussion group for adults and other reading-related programs for patrons of all ages.
   Service Indicators: attendance statistics; patron satisfaction survey
5. Conduct class visits to the Library from elementary, middle and high school, and the Long Beach School for Adults.
   Service Indicator: number of classes visiting the library
6. Assist students with locating resources for school assignments.
   Service Indicators: number of school assignment-related requests; in-house use of library materials

Implementation: Staff, using the professional tools provided (reviewing journals, electronic resources, centralized order lists) purchase materials to support community needs. The library's acquisition department processes orders electronically using the Dynix system and facilitates processing and cataloging. Librarians and library clerks receive ongoing training on how to conduct class visits. Staff have experience working with LBUSD teachers so that library materials can be set aside for particular school assignments. The library system provides

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programming materials including puppets, flannel board and story materials, puppet theatre, programming incentives, professional materials collections (books, A/V resources to accompany programming). Staff will need to establish a programming and class visit schedule for the new library.

B. Objectives: Collections and Resources

1. Develop extensive high-interest fiction and non-fiction collections for adults.
   Service Indicators: number of items added to fiction and non-fiction collections; circulation statistics for adult fiction collections

2. Provide a strong, multi-lingual collection of audiovisual resources in formats to include videos, DVDs, CDs and audio books, to appeal to the recreational interests of teen and adults in the community.
   Service Indicators: number of items added to audiovisual collections; circulation of audiovisual collections

3. Develop children's nonfiction and fiction collections to support and encourage the natural intellectual curiosity of childhood.
   Service Indicators: number of items added to non-fiction and fiction collections; circulation statistics for children's non-fiction and fiction collections

4. Develop generous audiovisual collections for children, predominantly in the English language, and in a variety of A-V formats including videos, DVDs, CDs, CD-ROMs and children's audiovisual kits.
   Service Indicator: circulation statistics for children's audiovisual collections

5. Select hands-on learning tools and educational toys for the children's area of the Library.
   Service Indicator: use counts

6. Provide a strong collection of reading readiness and early reading resources to include board books, picture books and beginning readers.
   Service Indicators: number of items added to board book, picture book and easy reading collections; circulation statistics for board books, picture books and easy readers

Implementation: Staff, using the professional tools provided (reviewing journals, electronic resources, centralized order lists) will purchase materials to support community needs. The library's acquisition department will process orders electronically using the Dynix system and facilitate processing and cataloging. Staff will need to work with LBUSD and Head Start staff to develop an order list of recommended tools and toys and to identify vendors. The Library's acquisitions department will assist in the purchase and processing of these materials. The Library system provides programming materials including puppets, flannel board and story materials, puppet theatre, programming incentives, professional materials collections (books, A/V resources to accompany programming).

C. Objectives: Spaces

1. Design, designate, and maintain spaces for quiet browsing, reading, study and research.
   Service Indicator: reader seat use counts

2. Create a storytelling and class visit space for pre-school story times as well as for class visits from area elementary schools.
   Service Indicators: preschool story time attendance; number of class visits from elementary schools

3. Create a Family Learning Center where students can work collaboratively on projects and receive specialized assistance with reading.
   Service Indicator: FLC usage counts
4. Design, designate, and maintain a Computer Learning Lab component of the Family Learning Center where adults can use ESL software.
   Service Indicator: CLL usage counts

Implementation: Storytelling and class visit space should be set apart from the library with special lighting and riser seating. This area will need to be lively and energetic. Research and then purchase furnishings in a style and colors that will contribute to the feelings of quiet reflection and study for study and research areas. Have staff provide input to the design of the Family Learning Center and Computer Learning Lab. Purchase materials and equipment (computers, printers and scanners); convene Library/School Partnership Committee to plan for FLC and CLL activities, hire and train Homework Helpers. Create programs within the FLC for adults with input from the Adult School and the Library/School Partnership Committee. These programs should help parents understand their role in their children's education and strengthen their own skills.

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Goal 3: Formal Learning Support

To expand and to enhance the Library's Family Learning Center in partnership with the Long Beach Unified School District in order to support the academic needs of K - 8 students; to provide students K – 12 and parents with collections and services that support their academic needs, and provide a variety of spaces in the facility to support the needs of students and independent learners of all ages.

Response to Community Needs Assessment: The needs assessment demonstrated an overwhelming need for expanded and enhanced homework center services. Area demographics show that household size in the service area is significantly larger than average, meaning a crowded and noisy home environment. While some families have a computer, most do not have an Internet connection. If there is a computer at home, the older children get to use it leaving the younger ones without access to this important tool. A majority of parents and grandparents in the home are not literate in the English language. As parents and educators confirmed, these conditions make it difficult for children to complete homework assignments and to be successful in school. Over 45% of students are bused out of the neighborhood, which means they do not have access to their school library after hours (assuming it is even open.) This factor creates a huge demand for educational and library services in the critical after-school hours and impacts the public library very directly. Parents desperately want their children to succeed in school, so that they can escape poverty and go on to college and improve their lives. Parents and area educators noted the need for the same class texts and assigned software being available in the Library, as well as the need for a selection of broader resources to support school assignments

A. Objectives: Programs and Services

1. Establish Library/School Partnership Committee to assist in the overall planning of the FLC program by July, 2004.
   Service Indicator: date established and subsequent progress in implementing the joint-venture program
2. Assist students in the FLC with homework.
   Service Indicators: number of students helped; student, parent, and teacher satisfaction survey
3. Familiarize students with the Library's online catalog of resources, electronic subject databases, and with shared borrowing services.
   Service Indicators: number of students using the Family Learning Center; number of parents/families using the Family Learning Center
4. Develop workshops designed to teach students how to prepare homework assignments.
   Service Indicators: program attendance; user satisfaction survey; feedback from teachers
5. Provide access to Internet for student research.
   Service Indicator: Internet use statistics
6. Provide qualified professional teachers and paraprofessionals from the Long Beach Unified School District, supplemented with Library Homework Helpers, to staff the homework center during peak after-school hours. Teachers, paraprofessionals and VIPS (volunteers in public schools) trained at the District's schools will work directly with students at the Library to provide homework support using the same guidelines, terminology and materials as used in the classroom. This collaboration will provide a seamless extension

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to the student's academic day and consistent reinforcement of classroom learning.

Service Indicators: ratio of teacher/paraprofessionals and Homework Helpers to number of students needing assistance; number of students using the Family Learning Center

7. Broadly advertise and promote these services.

Service Indicator: usage of the FLC

Implementation: Convene the Library/School Partnership Committee by July 2004 to plan the FLC program. During the start-up phase, this Committee will meet a minimum of four (4) times in a twelve-month period. The first meeting will be dedicated to designing the space with input from teachers and using the experience the Library has gained through their experience with the current Family Learning Center. Subsequent meetings will deal with the details of the Family Learning Center Program and a schedule for timely implementation. Regular reviews of service will be conducted every two (2) years by the Committee.

FLC activities will incorporate District/State standards. Activities extending the school day at the FLC will support efforts to have all students become proficient in their grade level requirements. These activities will accelerate opportunities for students who are not normally progressing by giving them a longer school day.
Recruit, hire and train Homework Helpers using the recruitment mechanisms and comprehensive training program already in place. Develop pathfinders, bibliographies, and subject lists of website for student use. Develop training and workshop materials, set workshop schedule, advertise, conduct and evaluate. Maintain Internet access on all FLC/CLL computers. Conduct an annual qualitative evaluation of the program using the instruments and measures developed by UCLA researchers for Long Beach Public Library's Family Learning Center program.

B. Objectives: Collections and Resources

1. Provide collection curriculum related tools and texts, print and electronic, to be accessible in the Homework Center.

   Service Indicators: circulation statistics and on-line use statistics for school-related resources; number of school-assignment related reference transactions

2. Select, in collaboration with area educators, a range of materials in all formats that are directly and indirectly related to school curricula, and update this collection on a regular schedule.

   Service Indicators: number of school assignment-related materials added to collection; circulation statistics for school assignment-related materials

Implementation: Convene the Library/School Partnership Committee to develop an order list of school assignment-related materials by July 2005. Staff, using the professional tools provided (reviewing journals, electronic resources, centralized order lists) and input from the Library/School Partnership Committee, will purchase materials to support student needs. The library's acquisition department processes orders electronically using the Dynix system and facilitates processing and cataloging.

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C. Objectives: Spaces

1. Provide appropriately outfitted space for the Family Learning Center, to include generous computer access, for children to use after school to successfully complete their homework assignments.
   Service Indicator: number of students who use the Family Learning Center
2. Include quiet reading/study areas in the new library.
   Service Indicator: seat count in quiet reading/study areas
3. Include an acoustically separate group study space where students of any age can collaborate on their schoolwork.
   Service Indicator: usage of group study room
4. Include semi-private tutoring space where learners of all ages can receive individual assistance.
   Service Indicator: usage of tutoring room

Implementation: Work with the architect and interior design specialists to research and then purchase furnishings appropriate to the function of each space. Set up a group study room schedule and guidelines for use. Set up tutoring room schedule and guidelines for use.

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Goal 4: Computer Literacy

To enhance life skills and employment opportunities for members of the community by providing technology and training to use new technologies.

Response to Community Needs Assessment: Service area residents expressed their interest in acquiring and/or honing their computer skills in order to communicate with distant friends/family, to assist their children with schoolwork, to take advantage of computer-based educational opportunities, and to develop more marketable employment skills. This service area community is an example of the "digital divide" where people at lower socio-economic levels have less access to technology, and so fall farther and farther behind. To help close the divide, a generous number of open access computers are needed. While some households have a computer, most do not have Internet access.

A.   Objectives: Programs and Services

1. Provide access to a minimum of 43 public service computers, and printing services during all open hours.
   Service Indicator: computer use statistics
2. Provide access to 24 wireless laptop computers for use in the library.
   Service Indicator: computer use statistics
3. Conduct regularly scheduled computer-training classes at basic and intermediate levels to be taught by qualified trainers to promote greater user competency with newer technologies, including the Internet.
   Service Indicators: number of participants attending computer training classes; patron satisfaction survey

Implementation: Purchase and install open access computers, add public printers to current lease contract; purchase and process laptops; establish use policy; train staff to provide assistance to patrons in laptop use; identify trainers, and possibly a train the trainers program; establish a training schedule; advertise and promote the services; evaluate with patron satisfaction surveys.

B. Objectives: Collections and Resources

1. Provide resources--print, audiovisual and electronic, to support both assisted and self-paced computer literacy learning.
   Service Indicator: usage statistics for self-paced literacy learning materials and software
2. Provide 24 wireless laptop computers for use in the library.
   Service Indicator: computer use statistics
3. Enhance the accessibility of learning opportunities for adults in the community, by providing (through the LBUSD) educational computer software including ESL software used by the Adult School Literacy Center on all computers in the Computer Learning Lab.
   Service Indicator: number of adults who use the ESL software

Implementation: Purchase and process self-paced literacy learning materials with assistance from the School for Adults (LBUSD), install software, train staff. Purchase and process laptops, establish use policy, train staff to provide assistance to patrons in laptop use. Install ESL software and train staff.

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C. Objectives: Spaces

1. Include a Computer Learning Lab as part of the Library's Family Learning Center Program.
   Service Indicator: number of adults who use the Computer Learning Lab
2. Include small, semi-private tutoring space in the new facility, with computer access, so that tutors and learners can work one-on-one.
   Service Indicator: usage of tutoring room
3. Provide computer ports at tables throughout the building.
   Service Indicator: use of computers

Implementation: Get input from library staff and LBUSD Adult School staff regarding the design of the Lab. Purchase and install equipment and software; train staff in the use of software; establish FLC/CLL room schedule; advertise and promote services.

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Goal: 5   Community Resource Center

To participate in library and community sponsored programs that meet community needs; to provide a place to build a sense of community identity and to promote intercultural understanding.

Response to Community Needs Assessment: A common thread in the needs assessment was the desire to overcome the separateness of various groups in the community and to have opportunities to learn about each other's cultures. Numerous groups noted their desire to have meeting and program space available in the new library facility. Parents and educators pressed for children's programs, to include story times and programs that expose children to arts, sciences and cultural events that are not readily available or affordable to them. The Cambodian community expressed concern about older residents who may lead isolated lives and who need safe, interesting and inexpensive venues to get out into their community. Residents of all ages are hungry for a variety of enrichment programs, and see the new library as an exciting venue and destination.

A. Objectives: Programs and Services
1. Develop a schedule of programs for children, to include story times and other reading readiness programs as well as special events that provide children with exposure to learning experiences.
   Service Indicator: program attendance
2. Provide teen-oriented programs.
   Service Indicator: program attendance
3. Provide a series of adult programs to appeal to the needs and interests of the community.
   Service Indicator: program attendance
4. Through co-sponsorship, offer meeting space to accommodate interest groups and community organizations, free of charge.
   Service Indicators: number of community room bookings; program attendance
5. Partner with public agencies to disseminate information at the Library.
   Service Indicator: number of agencies working in partnership with the Library
6. Display cultural and artistic works, artifacts and materials.
   Service Indicators: number of displays; patron feedback

Implementation: Librarians are trained to provide appropriate programming based on community needs. The library system provides programming materials including puppets, flannel board and story materials, puppet theatre, programming incentives, professional materials collections (books and A/V resources) to accompany programming. A new program for this Library will be the addition of Teen Services. The Teen Services Librarian will be charged with establishing a Teen Council which will assist in collection development and programming. Library staff will need to identify potential contacts in the community who can assist with cultural and artistic exhibits and displays, set up a schedule for exhibits, and contact groups. They will also need to contact groups about their programs and services, as well as display and maintain the agencies' information.

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B. Objectives: Collections and Resources
1. Provide topical materials to support the community workshops.
   Service Indicator: circulation of materials
2. Select materials of interest to the different cultural groups in the community.
   Service Indicator: circulation of materials
3. Maintain up-to-date information about community events and resources.
   Service Indicator: number of agencies working in partnership with the Library
4. Facilitate English literacy training by acting as a community clearinghouse for information on literacy program offerings, tutor training, tutor and learner matching, etc.
   Service Indicator: number of requests for clearinghouse information

Implementation: Staff will identify subjects of interest and specific titles; librarians will compile bibliographies to complement the workshops, pull resources for display. Librarians will compile order lists, purchase and process materials. Staff will identify literacy programs in community and compile and maintain list. Staff will identify appropriate community agencies and compile contact list; contact agencies for information about programs and services; display and maintain agency information.

C. Objectives: Spaces
1. Provide flexible community meeting room space to meet the needs for library programs and the needs of Central area groups, associations, and organizations.
   Service Indicator: number of community room bookings
2. Display community information on bulletin boards and on kiosks in lobby.
   Service Indicator: number of agencies working in partnership with the library
3. Publicize library and community events on digital electronic sign board on outside of library.
   Service Indicator: attendance at events

Implementation: Encourage community groups and agencies to use the facility and to partner with the library in providing programs. Establish community room booking schedule. Set guidelines for use of digital sign board. Identify appropriate community agencies and compile contact list. Contact agencies for information about programs and services. Display and maintain agency information. Advertise and promote the facilities and evaluate effectiveness.

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Goal 6:   Serving Diverse User Groups

To make the Library a place that bridges all sectors of the community, all incomes, all ethnicities, all ages, and all levels of disabilities.

Response to Community Needs Assessment: Residents of the MacArthur Park area expressed an interest in having a wide array of materials in both their native languages and in English, as well as a range of materials celebrating their heritage. They requested assistance for the functionally illiterate and marginally literate adults living in the Library's service area to improve their English language literacy skills. An accessible building and services for persons with disabilities were also requested.

A. Objectives: Programs and Services
1. Implement age-appropriate programming in Spanish and English to include story times for toddlers, preschoolers and children in the primary grades; reading circles/clubs for children in the fourth – sixth grades; and reading programs including the summer reading program for preschoolers, school-age children, and teens, a book discussion group for adults and other reading-related programs for patrons of all ages.
    Service Indicator: attendance statistics
2. Develop a Teen Council, serve teens with programs that interest them, provide a summer reading program for teens and conduct outreach to middle and high schools.
    Service Indicator: attendance statistics
3. Provide basic instruction in English, Spanish, and Khmer, on the use of computers and the Internet targeted for adults and seniors.
    Service Indicator: workshop attendance
4. Offer tours to ESL classes and parent groups.
    Service Indicator: number of tours
5. Provide staff trained to work with persons with disabilities.
    Service Indicator: patron satisfaction survey

Implementation: Provide trained, bi-lingual (as needed) staff: library clerks, children's librarian, teen librarian, and an adult services librarian; purchase programming materials including puppets, flannel board and story materials, puppet theatre, programming incentives, professional materials collections (books, A/V resources to accompany programming). Recruit students at Franklin Middle School and Polytechnic High School for the Teen Council; set dates for meetings; facilitate Teen Council meetings; utilize teen input for the development of teen programming. Recruit computer trainers; develop training program and materials; establish training schedule, advertise, promote, and evaluate. Designate tour guides; establish tour schedule, advertise, promote, and evaluate. Continue to work with City's ADA Officer and the Citizens Advisory Commission on Disabilities to train and sensitize staff to work with persons with disabilities.

B. Objectives: Collections and Resources
1. Develop the collections with broad subject coverage, in a variety of formats, to meet the lifelong learning interests of community residents.
    Service Indicator: circulation statistics

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2. Develop collections that are representative of the community's racial and ethnic diversity, in terms of subjects relating to cultural history and values, and authors who represent Hispanic, Asian and African-American cultures.
   Service Indicator: circulation statistics, customer survey
3. Develop collections that are accessible to patrons with a wide range of reading abilities including graphic novels and novellas.
   Service Indicator: circulation statistics
4. Develop special collections in the multiple languages of the community, to include Spanish, Khmer and Vietnamese.
   Service Indicator: circulation statistics
5. Provide collections to meet the needs of the visually and hearing impaired.
   Service Indicator: circulation statistics

Implementation: With the help of community members, identify special collection needs and services for purchasing materials. Identify collection needs with assistance from LBUSD Reading Specialist. Purchase and process materials.

C. Objectives: Spaces

1. Create quiet study, reading and browsing spaces for teens, adult, and seniors to accommodate 136 individuals.
   Service Indicator: user seat counts
2. Create an Adult International Languages Collection that includes a combination of seating at tables and lounge chairs.
   Service Indicators: circulation count, user seat counts
3. Create a Children's Spanish Collection.
   Service Indicator: circulation count
4. Ensure that the majority of the shelving will be 72" or below for wheelchair access and aisles wide enough to allow easy passage.
   Service Indicator: patron satisfaction survey
5. Accessible workstations will be available.
   Service Indicators: user counts; customer satisfaction survey

Implementation: Work with the architect and interior design specialists to research and then purchase materials, furniture and colors that will contribute to a friendly and comfortable feeling. Continue to work with CACOD to advise on and tailor access to services to patrons with disabilities.

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Types of Services Offered

To accomplish the specific objectives and attain the larger goals outlined above, the MacArthur Park Branch Library will provide the following services to the community:

> Staffing
> System Support
> Programming
> Hours of Service
> Library Collections
> Services for the Disabled
> Family Learning Center Program – Joint Venture Program
> Study and Tutoring Spaces
> Staff Work Space

The services and programs listed above and described in greater detail in this section will be implemented by the current staff and additional staff to be hired for the new, larger Library. There will be two service points in the Library – the Circulation Desk, and Information/Reference & Children's Service Desk. These desks will be staffed all hours that the Library is open. Library staff support of the Family Learning Center and the Computer Learning Lab will be augmented by staff from the Long Beach Unified School District and with volunteers.

Staffing

Librarians
Four full-time librarians, including the Branch Manager/Adult Services, a Children's Librarian, a Teen Services Librarian, and an Outreach Librarian will staff the Library. One librarian will supervise the Family Learning Center/Computer Learning Lab.

Clerical staff
Paraprofessional staff will include three full-time Library Clerks who will be responsible for providing service to the public at the circulation desk, providing support to the librarians, and supervising the Library Pages.

Library Pages
Library Pages will shelve books, prepare materials for programs, provide back-up at the Circulation Desk, pack and unpack delivery bins, and check shelves and other areas for proper filing of books and other library materials.

Homework Helpers (Administrative Interns)
Homework Helpers will work to support library services by assisting students and their parents in the Family Learning Center and Computer Learning Lab.

Staff for the Family Learning Center and Computer Learning Lab will be augmented by teachers, paraprofessionals, and VIPS (Volunteers in Public Schools) from the Long Beach Unified School District as provided for in the Joint Venture Agreement

Volunteers
Volunteers will be utilized in the Family Learning Center and Computer Learning Lab and will be provided through the Long Beach Unified School District and through the

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Service Learning programs in the high schools and at California State University, Long Beach.

Current and Proposed Staffing

Position	Current Staffing	Proposed additional library staffing	Total FTE for position at new library
Librarians:			
Adult Services/In-charge Librarian	Department Librarian I – 1.0 FTE		1.0 FTE
Children's Librarian	General Librarian I – .5 FTE	.5 FTE – General Librarian II	1.0 FTE
Teen Services Librarian	General Librarian II – 0	1.0 FTE	1.0 FTE
Outreach Librarian	General Librarian I - .5	.5 FTE – General Librarian II	1.0 FTE
Library Clerks:			
Library Clerk II*	1.0	0	0
Library Clerk I	.8	1.2	2.0 FTE
Library Clerk III		1.0	1.0 FTE
Library Pages:	1.25	1.25	2.5 FTE
Homework Helpers**	Administrative Interns 1.5	2.0	3.5 FTE
Technology Support:			
Computer Operator		.5	.5 FTE
Greeter/Monitor:	Administrative Intern	.75	.75 FTE
LBUSD staff for Family Learning Center:			
Teachers		.25	.25 FTE
Paraprofessionals		.25	.25 FTE
VIPS		.25	.25 FTE
Volunteers:			
SERVE Students		.25	.25 FTE

*The position of Library Clerk II will need to be upgraded to Library Clerk III based on the increased supervisory responsibilities with the larger circulation staff.

** 60 hours per week of Homework Helpers are funded by the Long Beach Public Library Foundation as part of the ongoing financial commitment to the Family Learning Center program. Increasing the number of Homework Helper hours per week up to 80 additional hours will be determined by need and the assistance provided by staff from Long Beach Unified School District.

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System Support

In addition to the staff who are assigned at the MacArthur Park Branch Library, the new Library will be supported by the staff of the Long Beach Public Library system located at the Main Library:

Youth Services
Youth Services Officer
Department Librarian II – Main Library Children's Department

Adult Services
Department Librarian II:
      Literature and History Department
      Social Science/Science and Technology Department
      Art Department
Department Librarian I:
      Periodicals
      Government Publications

Automated Services
Manager, Automated Services Bureau
Department Librarian II:
      Acquisitions and Catalog
      Integrated Systems/Computer Support
Support Staff

Circulation Services
Circulation Supervisor
Clerical support staff
Page Supervisor

Administration
Administrative Officer for Budget and Personnel
Manager, Neighborhood Library Services
Secretary
Payroll Personnel Assistant
Accounting Clerk
Messenger/Mail Clerk (Delivery Services)
Community Information Specialist/Library Graphic Artist

Facilities
Administrative Analyst
Supervising Custodian
Carpenter

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Programming

In this community where programming could vastly enrich the lives of residents, no space is available to support programs or meetings. Though occasional children's programs are offered, they render the rest of the library essentially unusable. Frequent class visits to the Library require the staff to rearrange the limited furnishings in order to create space for students. There is no training space for adults in the community, many of whom are critically in need of language, literacy and computer skills.

The MacArthur Park Branch Library with its new programming space will offer a significantly expanded number of programs for children, teens and adults in the community. All programs being considered will meet the following criteria to ensure quality:

- offer information appropriately transmitted in group settings
- promote appreciation of books and reading
- introduce the full range of library services
- enhance the use of the Library's collections/resources
- improve access to information for targeted audiences
- encourage positive community cooperation, support, and interaction.

In addition to the above criteria, we will consider attendance, appropriateness of the subject to the audience, circulation in the subject area of the program, and comments from the public and Library staff in evaluating programs.

Programs for pre-schoolers (ages 0 – 5)
To support reading readiness, to encourage lifelong learning, and to help ensure that children enter school ready to learn.

Currently the Mark Twain Neighborhood Library offers a weekly preschool story time for ages 3 – 5. In order to provide this program, tables and chairs must be moved out of the way so that there is space on the floor in the reading room for the preschoolers and their caregivers.

A higher level of programming for preschoolers is planned in the new library and will include:

- Story times for toddlers and caregivers – reading readiness activities including books, finger plays, songs, and other book-related activities
- Story times for preschoolers – reading readiness activities geared to prepare children for kindergarten
- Summer Reading Program – read-to-me program to encourage reading readiness

Programs for school-age youth (grades K – 5)
To support formal education, to encourage lifelong learning, and to enhance public library awareness in the education community.

Currently approximately five classes visit the library each week to introduce students to their neighborhood library and to provide library skills training. Library tables and chairs

are moved so that students have a place to sit during class visit programs. A Bookworm Buddy Read Aloud Program which utilizes trained volunteers who read aloud to groups of children and a Saturday arts and crafts program are also offered. Both programs take place in the middle of the Library and often take over the entire Library which causes everyone in the Library to either be involved in the program or to leave.

The storytelling and class visit space in the new Library will allow the Library to offer an enhanced level of programming:

- Dr. Seuss Story Time – story program for school-age children
- Book Club – book discussion group for school-age children
- Summer Reading Program – program to encourage reading during the summer for school-age children
- Computer Club – program geared to technology interests of school-age children
- Class visits to the library – library programs for school classes will be geared to needs of the students
- Arts and crafts – arts and crafts programs related to books and stories
- First grade library card campaign – program geared at putting library cards into the hands of every first grade student in Long Beach; students and parents come to the library to activate the new card

Programs for teens (grades 6 – 12)
To support formal education, to encourage lifelong learning, and to enhance teens' awareness of library relevancy to their education needs and individual interests.

Currently there are no programs offered specifically for teens. The new library will provide a separate space for teens, space for teen materials collections, and a group study room. A teen services librarian will be hired to work with teens and will be charged with the following programs:

- Teen Council – Teen Council members will assist with collection development and programming for youth at the library
- Teen Book Club – book discussion group for teens
- Teen Poetry Coffeehouse – monthly program to encourage teens to write and read aloud their own poetry.
- Author talks – teen authors to speak to teen audiences
- Computer Club – program geared to technology interests of teens

Programs for adults
To provide educational, recreational and enrichment programs for adults and families.

There are no programs being offered at the Mark Twain Neighborhood Library for adults. Because of space constraints, adults often find it difficult to find a place to sit much less a quiet space in the library. The new Library will offer a community meeting room to accommodate adult programming and a quiet reading/study area. An adult services librarian will be charged with the provision of adult services including the following programming:

- Parenting programs – programs geared to promote shared family reading

- News hours for adults, presented in Khmer and/or Spanish – local weekly cable T.V. program to promote library use by adults and keep adults involved in community events to prevent isolation
- Oral history program – library program to collect the stories of the Cambodian people and have them available in the Library
- Poetry readings – program to encourage adults to read and write poetry
- Book discussion groups – book discussion group for adults
- School District sponsored programs for parents – programs to train parents to help their children with school work
- Lectures on subjects of interest to the community
- Computer classes – computer classes geared to needs of community adults (classes will be offered in English, Spanish and Khmer)
- Library tours – tour of the new Library will be offered to introduce the neighbor-hood to their new Library

Programs for parents and caregivers may also be offered to assist parents to provide reading readiness activities at home. Because many residents of the neighborhood are economically poor and so may not be able to take their children to cultural activities in the City, programs will be offered at the Library to afford neighborhood children opportunities to enjoy and participate in the arts.

Program offerings for adults will be both educational and recreational in nature, and programs of special appeal to older, potentially more isolated members of the community will be explored.

Programs will be promoted in a variety of ways—through the Library's website, with fliers, through school handouts, at Neighborhood Improvement Strategy meetings and in the NIS newsletter which is published in English, Spanish, and Khmer, and on the Library's exterior digital sign board.

Hours of Service

The Library will be open six days a week, 54 hours per week. Note: Due to safety concerns, residents have expressed their unwillingness to visit the Library after dark. These concerns will be monitored and may result in the Library having summer hours (54 hours per week) and winter hours (46 hours per week) that are responsive to community needs:

Summer hours
Mondays – Thursdays, 10:00 – 8:00
Fridays & Saturdays,   10:00 – 5:00

Winter hours
Mondays – Thursdays, 10:00 – 6:00
Fridays & Saturdays,   10:00 – 5:00

As the neighborhood improves and residents feel safer, the plan would be to expand evening service hours.

Library Collections

The current branch collections are too small to serve the current community, providing only .5 volumes per capita as compare to a statewide average of 1.86 volumes.

The MacArthur Park Branch Library will offer collections of books, magazines, videos, DVDs, music CDs, audio books and computer software for children, teens and adults. Collections are expected to grow to 62,900 total volumes by the year 2020, with an opening day collection of approximately 35,000 volumes. In addition to print and multimedia collections, the Library will provide access to a number of electronic databases and software packages.

Collections for the Library will be selected to meet community needs. They will reflect the racial and ethnic diversity of the community, and emphasis will be placed on resources for children and students. Student-oriented collections will be developed with input from area educators. Collections will be available in a range of reading levels and will include bilingual materials and resources in languages Spanish, Khmer, and Vietnamese.

Currently the Mark Twain Library houses the largest collection of Khmer (Cambodian) materials in the library system.   The development of the collection began with a Partnership for Change grant from the California State Library and has continued to grow. Many times this collection was mentioned in the needs assessment as a source of pride for the Cambodian community. The plan is for this collection to continue to grow in size.

Collections will be "marketed" in the new facility by using bookstore-style display shelving as well as standard library stack shelves.

Shared borrowing will provide access to the collections of the entire Long Beach Public Library System through the Library's website.

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Current Collections, Target Audiences and Projected Expansion

Current Collections & Target Audience	Collection Size	Projected Expansion
Picture books	2236	12,000
Families with young children		
Preschool/primary grade classes		
Students of all ages not reading on grade level		
Child caregivers		
Preschool and Head Start Teachers		
Beginning readers/easy readers	891	2,500
Students in grades K – 3		
Elementary school teachers		
Families with young children		
Children's fiction	1,200	10,000
Children in grades 3 – 6		
Elementary school teachers		
Students of all ages not reading on grade level		
Children's non-fiction	4,992	16,000
Children in grades 3 – 6		
Elementary school teachers		
Students of all ages not reading on grade level		
Elementary school children for general interest and for school-related assignments		
Children's non-English materials	2,123	3,200
Spanish or Khmer speaking families		
Fairy tales	585	included in Children's non-fiction above
Families with young children		
Preschool/primary grade classes		
Students of all ages not reading on grade level		
Elementary school teachers		
Children in grades 3 – 6		
Children's media	83	3,750
Students of all ages		
Families with children		
Teen collection (fiction)	327	2,350
Middle and high school students for recreational reading		
Teen non-fiction	163	1,000
Middle and high school students for school-related assignments and general interest		
Teen media	0	750
Middle and high school students for school-related assignments and general interest		

Reference collection	705	1,050
Middle and high school students and adults for general interest and school-related assignments		
Adult non-English materials	2,530	4,500
Spanish, Khmer, and Vietnamese-speaking adults		
Adult fiction	1,135	6,500
Middle and high school students and adults for recreational reading		
Large Print Materials	5	500
Visually impaired adults		
Adult non-fiction	4,961	14,500
Middle and high school students for school-related assignments		
Adults for information and recreational reading		
Magazines and Newspapers	52 titles	206 titles
Adults and students of all ages for information and recreational reading		
Classics	188	Included in adult fiction above
Middle and high school students for school-related assignments		
African-American materials	197	Included in adult fiction and non-fiction above
Middle and high school students and adults for general interest		
Videos – popular and feature films	193	see DVDs below
Adults		
Videos – non-English	5	250
Adults for recreation		
Music CDs	109	3,000
Middle and high school students and adults		
Books-on-Tape	4	2,000
Students of all ages for school-related assignments		
English language learners		
DVDs	48	3,400
Adults		
CDROM Software	0	700
Children, teens, and adults		
Electronic resources:	29	50
Computer software – Microsoft Word		
Students of all ages for school-related assignments		
Adults for employment-related needs		

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Collections to be Developed

The current collection at the Mark Twain Neighborhood Library is severely limited because of space constraints. The collection includes 28,800 books, 198 videos, and 4 books on tape. Only .5 volumes per capita as compared to a statewide average of 1.86 volumes are available to this community. The new Library will offer space to greatly expand current collections and add others. Please see the above chart for projected expansion. The types and size of the collections to be expanded reflect the priorities expressed in the community needs assessment.

Adult fiction and non-fiction
The new Library will address two major shortcomings of the current branch, one of which is the displacement of adult collections in order to meet the needs of youth. The adult fiction and non-fiction collections will be greatly expanded to include materials to support lifelong learning.

Adult non-English materials
An International Language collection will be significantly enhanced and will include print as well as multi-media formats for speakers of Spanish and Khmer.

African-American resources
The current collection has been kept very small because of space constraints in the existing library. This collection will be further developed and greatly expanded.

Beginning readers/easy readers
The current collection is well-used, but very small. The collection will be expanded to better meet the needs of new readers.

Children's non-fiction
The information needs of the students in the service area have been well-documented. The public library is their main source for school assignment related resources. This collection will be expanded with emphasis on Long Beach Unified School District and State academic standards.

Electronic resources
Software and electronic resources to meet the needs of students will be expanded with the expertise provided by the LBUSD.

Large Print collection
The current collection numbers 5 items. This collection will be expanded to 500 fiction and non-fiction items to serve visually impaired readers and seniors.

Local history
As much as possible, a collection of materials available on the history of the MacArthur Park neighborhood and its diverse and dynamic community will be developed and maintained. Special efforts will be made to create a cultural photo archive using family photos to document the history of the area.

Media

The video, CD, and DVD collections need to be further developed to adequately meet the needs of the community in an expanded facility. As the community has increased access to DVD technology, there will be more demand for this format which the library will attempt to meet.

Parent collection

This collection will be developed to assist parents with parenting issues including child development, working with schools, helping children with their homework, and reading readiness.

Reference collection

A broader spectrum of reference materials will be developed to meet the information needs of the adults in the service area in addition to meeting the needs of the school-age population for school assignment-related materials.

Teen collection

With input from the Long Beach Unified School District and the MacArthur Park Branch Library Teen Council, the teen collection will be greatly expanded to include non-fiction and a much larger selection of fiction.

Services for the Disabled

The visually impaired will have access to a collection of fiction and non-fiction titles in Large Print and to the CD collection of audio books.

The new Library will be ADA accessible, with the majority of the shelving 72" or below, for wheelchair access and aisles wide enough to allow easy passage. Accessible workstations with accommodations for multiple disabilities will be available. A workstation to accommodate people with special needs will be installed. Various adaptive and assistive technologies will be in place including specific software applications that will empower people with physical, visual and learning disabilities. Library staff, trained to use the various technologies of this workstation, will assist the library patron.

The MacArthur Park Branch Library will provide a minimum of one workstation to accommodate people with special needs. This workstation will include a table that is height adjustable. The Branch Library will also make adaptive keyboards, large print keypads, Braille keypads and alternative keypads available to meet the needs of the user. Alternative mice, headphones and microphones will assist users as well.

Specific software applications that will empower people with physical, visual and learning disabilities will be installed. Branch Library staff, trained to use the various technologies of this workstation, will assist the library patron.

The Library has been meeting with the City's Citizen Advisory Commission on Disabilities to ask this group's assistance in the application of technologies suitable to people with disabilities. Additionally, the Library is presently developing a system-wide plan of service for people with disabilities through an LSTA grant award. It is expected that the MacArthur Park Branch Library will benefit from such a plan and any technologies introduced as part of the program.

Multi-lingual interfaces to the OPAC are planned to meet language requirements. Spanish will be implemented in 2004, and talks are presently underway with the Library's automated library system vendor to develop a Khmer language interface for the online catalog. Such an interface is seen as a critical service component for the Cambodian community that this Library will serve.

Family Learning Center Program – Joint Venture Project

The community-based assessment identified a high priority need to enlarge and broaden the assistance offered through the current FLC program. Students, parents, and teachers love this program. It has received wide-spread popularity in the community. On an average, 191 students utilize the cramped Mark Twain Family Learning Center each month.

Currently the Mark Twain Family Learning Center is staffed with three paid Homework Helpers who are available during after-school hours to help students in grades K – 8 understand and complete homework assignments and to provide the material they need for projects. Four computers with Internet connections and software help improve reading, math, and science skills and assist children with completing homework assignments. Each of the Homework Helpers at Mark Twain is bi-lingual, one in English/Khmer, one in Spanish/English, and one in Vietnamese/English.

A March 2002 evaluation study of the Long Beach Public Library Family Learning Centers by Virginia Walter, Ph.D. and Cindy Mediavilla, Ph.D. from the Department of Information Studies, Graduate School of Education and Information Studies at the University of California, Los Angeles, concluded that the Long Beach Public Library's Family Learning Centers "could serve as a model for libraries nationwide wishing to implement a successful after-school homework program." They found that younger children and children of limited English-speaking parents receive considerable benefits in developing basic academic skills such as reading, writing, spelling and math through their participation in the Family Learning Centers, that FLC participation reinforces positive attitudes towards education and homework, and that the Family Learning Centers do enhance the quality of the parent-child relationship.

Students, parents and teachers asked for side-by-side programs to strengthen basic skills in children, teens, and adults to help them be more successful. Teachers asked for programs to help parents understand the important role they have in modeling the importance of education and learning.

Through the needs assessment we learned that while some families own computers, few have Internet access. Often the families have purchased the computers for their high school students. The younger students related that they could not use the computers at home because older siblings were using them.

Over 45% of students are bused out of the neighborhood, which means they do not have access to their school library after hours (assuming it is open.) This factor creates a huge demand for educational and library services in the critical after-school hours and impacts the public library very directly.

We also learned that there is a great need in this community for ESL classes for adults and parents.

The Long Beach Unified School District and the Library will act as partners to bring an enlarged and enhanced Family Learning Center to the MacArthur Park Branch Library. The Family Learning Center will serve students and families by combining a Homework Center and a Computer Learning Lab to ensure that students have opportunities and

encouragement to excel at school, and to empower parents in their own lives and as critical partners in their children's education.

In order to meet these needs, **an expanded and enhanced Family Learning Center** will be established in the new MacArthur Park Branch Library and will include:

  📖 Family Learning Center activities that are tied to LBUSD academic standards;

  📖 Additional Homework Helpers hours (up to 80 additional hours more per week) to assist during after-school hours and to cover new open hours;

  📖 Additional space and resources including 16 computers, 5 printers, word processing software, educational software, and filtered Internet access and seating to accommodate study and curriculum-related educational activities

  📖 Homework Helpers trained by LBUSD to follow new 2002 Homework Guidelines for Teachers;

  📖 Educational software that mirrors the software being used in elementary, middle, and high schools in the Long Beach Unified School District;

  📖 The same ESL software as used in the LBUSD's School for Adults;

  📖 Workshops for parents to introduce them to educational software, acquisition of English and ways to support their children's education;

  📖 Current textbooks available for homework use at the library;

  📖 A point person from each LBUSD school in the MacArthur Park service area to serve as a liaison between the school and the FLC;

  📖 Enhanced communication about homework assignments between LBUSD and the library; and

  📖 Volunteers, to include cross-age tutors, trained by LBUSD.

When functioning as a Homework Center after school, and until 8:00 p.m. on weekdays, the Center will employ the assistance of trained Homework Helpers and of qualified, professional teachers provided by the School District, as well as trained aides to work with students on their homework and academic studies. The Center will provide basic school supplies, ready reference tools, and school district adopted texts and software in an acoustically separate area of the Library that is conducive to focused study.

When the Center is not being used as an after-school Homework Center, it will be scheduled for computer training for parents and other community adults who need to learn or improve computer skills at basic or intermediate levels. Regular training sessions will be scheduled and promoted for this service, and qualified trainers will conduct the classes. Because parents frequently bring their children to the Library, some computer training classes will be held in conjunction with children's programs. At other times, training sessions related to schoolwork will be offered so that parents and students can learn side-by-side.

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When the Family Learning Center is not scheduled for training sessions or homework assistance, it will be available for students and their families to practice their skills and to use self-paced software for ESL and other educational needs.

Study and Tutoring Spaces

There are no special purpose spaces in the current library, yet the community has significant need for tutoring and spaces for students to study.

The study needs of students of all ages will be addressed with a variety of study spaces to accommodate group study, quiet individual study, and rooms where tutors and students can work one-on-one. These spaces are in addition to the more interactive study space found in the Family Learning Center described above.

The group study room will accommodate six users who can study together so that they can collaborate or brainstorm. Quiet study will be available in a designated area of the Library. A small room will be provided for tutoring needs, where tutors and students can converse and focus on their subject area.

All study spaces will be fully wired to accommodate stationary and/or laptop computers.

Staff Work Space

At the existing Mark Twain Library, nine staff members are crammed into a small, 13' x 10', congested work room that functions as work room, staff lounge, branch librarian's office and storage area. The one small table in this room is used for all library functions. One small (24 square feet) unisex restroom is available to staff within the existing Library.

The plan for the new Library will include space for six modular workstations, four individual workstations and two that will be shared. There will also be space for parking book trucks and for storing supplies and programming materials. An area for handling daily deliveries is also required. Two non-public restrooms will be available for staff and a separate staff room to use for meals and breaks. The new building will also allow for a branch librarian's office so that patron and personnel issues that need to be handled privately or confidentially can be done so.

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Community Services and Partnerships

Neighborhood Improvement Strategy Committee – It is expected that the new Library with its community room and special facilities will become "the" meeting place for the NIS. Currently the library hosts occasional NIS meetings by converting the reading room into a community room. Library staff also serve on the St. Mary's NIS Project Team. The NIS is a program of the City's Community Development Department, Neighborhood Services Division that works to empower neighborhoods. It includes representatives from the following City departments:

> Community Development, Fire, Health and Human Services, Parks, Recreation and Marine, Planning and Building, Police, Library Services, and Public Works.

MacArthur Park – The Library participates in joint programs with the Parks, Recreation and Marine Department such as story times in the park.

A joint program with the park to utilize the Family Learning Center/Computer Learning Lab to offer introduction to computers and computer graphics classes is being investigated.

Emphasis on family-based programs will be developed between the park and the Library, combining literacy and art-based programs such as a storytelling workshop that would evolve into a puppet-making workshop.

The Department of Parks, Recreation, and Marine has received an Urban Recreational and Cultural Center Program grant to build a cultural center on Gundry Avenue just opposite the proposed library site. This center is intended to house the Homeland Program which provides youth and adults with opportunities to enhance their lives through arts education projects. The programs and services provided through the Homeland Program will complement the services planned for the new MacArthur Park Branch Library.

Centro Community Hispanic Association – Centro C.H.A. works to provide a better quality of life to Hispanic/Latino youth, families and neighborhood in Long Beach through its programs. The Library's expanded and enhanced Family Learning Center and Computer Learning Lab will supplement Centro C.H.A.'s English as a Second Language program and the Children Ready to Succeed Program/Viva Los Ninos. Both programs work with neighborhood residents to improve their skills and children's development.

African-American Heritage Society (AAHS) – The AAHS is a Library support group that established an African American Resource collection at the Burnett Library in the central area of Long Beach. These resources include books, reference materials, and videos. The AAHS holds an annual meeting in October with the goal to raise the public's awareness of Black American contributions. The AAHS will assist the librarians at the new MacArthur Park Branch Library to identify African-American materials and sources.

United Cambodian Community, Inc., Cambodian Chamber of Commerce, and Cambodian Association of America – The Library has had a very close working relationship with the Cambodian community for nearly 20 years. This evolved from the Partnerships for Change grant in the late 1980s. The Library participates in the Cambodian New Year celebrations. As meeting space becomes available in the new

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Library, the Cambodian business community and the neighborhood groups will come to the library to use the meeting room, tutoring space, group study space, computers and Internet access, and reference materials.

Gaviota Head Start – The Library has worked with the local Head Start program for many years. Head Start classes including parents visit the Library on a regular basis, but not as often as they wanted owing to competition for limited library space with other youth groups. Head Start's family-focused program complements the Library's reading readiness programs and will be enhanced by the new programs and services available through the expanded Family Learning Center and Computer Learning Lab.

Long Beach Unified School District – The Beach Public Library and the School District have worked together for many years to support formal education, students, their parents, and educators. On an average five classes from local schools visit Mark Twain Neighborhood Library each week to use library resources and services and take part in library programs. Mark Twain librarians make school visits on an annual basis to update students, parents, and teachers on library programs. Each year for the past three years the Public Library has sponsored "Kids Who Read Succeed," a library card campaign in partnership with the District. The first year all 90,000+ students received packets of information and new library cards. These students were encouraged to take these cards to the Public Library to be activated and used. The Mark Twain Neighborhood Library had one of the best responses to this campaign which brought in not only the children, but also their parents. There was a 250% increase in library cards issued to youth the first year. The campaign now targets all Long Beach first graders, and last year's new first grade card holders checked out more than 28,000 books system-wide.

The Long Beach Public Library and the Long Beach Unified School District are entering into a joint venture agreement in order to create a partnership to enhance after-school educational opportunities for Long Beach children and their families, who reside in the Anaheim Corridor.

Based upon the needs of the community, especially the youth, the agreement proposes the implementation of a greatly expanded and enhanced Family Learning Center Program which includes homework assistance and computer learning activities. These were identified as providing the strongest educational support. Program components include homework help using trained paid tutors called Homework Helpers, computer-based learning opportunities using a variety of educational software, library resources, textbooks, and parent/school/library support networks which encourage the involvement of parents at the Library and in their children's school work and which support the parents' use of library resources.

California State University, Long Beach – A partnership with the Linguistics Department at the California State University, Long Beach brings graduate linguistics students to the Family Learning Center particularly to work with ESL students and their specific needs. This partnership provides competent, educated volunteers to augment the assistance provided by the Homework Helpers and provides the linguistics students with a place to test out what they are learning in the classroom.

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Jurisdiction-wide Services

The Plan of Service for the MacArthur Park Branch Library is compatible with the Long Beach Public Library Strategic Plan, adopted in 2001. See Appendix A for the full text of the plan, *Global Reach-Local Touch: A Strategic Plan to Improve Library Service to the Long Beach Community, 2001-2005*. In the LBPL plan, five strategic directions are identified for the Library system as a whole:

1. Strengthen the Existing Network of Neighborhood Libraries and Services

2. Enhance the Capacity of the Library as the "Community's Information, Education and Learning Center"

3. Structure for Improved Library Services

4. Increase Funding for Core Services, Diversify Funding for Enhancements, and Develop Funding for Renovating and/or Constructing Facilities

5. Promote the Library and Educate the Public About its Mission and Services

Roles, goals and objectives included in the MacArthur Park Branch Library Plan of Service are in direct support of <u>all</u> of the strategic directions of the jurisdiction-wide strategic plan.

It should be noted that the Library's plan supports the priorities of the City's ten year strategic plan, *Long Beach 2010,* with its focus on neighborhoods, youth and education, bridging the "digital divide," strong collaboration amongst the public, private and non-profit sectors, and infrastructure.

An important goal of the Library's strategic plan is to create 21st century libraries in Long Beach to replace inadequate facilities that are nearly 50 years old. The new MacArthur Park Branch Library will be the largest and most service-oriented neighborhood library in the Long Beach Public Library system. It will be the first 21st century library in Long Beach and as such it will be a state-of-the art community center for information, education, recreation, and technology. It will be a flagship branch for the system and a model for the rest of the city.

Technology Plan Executive Summary

Technology is integral to today's library services in all communities and the public sees the Long Beach Public Library as the community's information, education, and learning center. In the "Information Age" technology enriches, assists, and encourages active participation in educational, cultural, and social pursuits. The Library developed a comprehensive technology plan as part of its 5-year Strategic Plan (*Global Reach~Local Touch*, Appendix A). The goal of the Long Beach Public Library is to integrate technology into all aspects of library service to promote the effective and efficient use of resources and services. The Library's technology mission is to "maintain a state-of-the-art automated system to meet the informational needs of our culturally diverse and dynamic populations."

In the service area of the MacArthur Park Branch Library, access to technology is especially critical due to population demographics. The economic poverty of the area means that many homes are without personal computers, and if a computer is in the home, it is likely that the household does not have Internet service. The new Library will provide generously for public access to technology in order to assist in closing the "digital divide" that is prevalent in lower socio-economic populations. The library will make extensive use of technologies that employ video, voice and data to meet this goal.

The networked personal computer is critical to library operations. As sources, formats, and accessibility to electronic resources develop, the desktop computer becomes a necessity. Workstations will be capable of displaying a wide range of text, image and multimedia formats. The 43 public access computers in the MacArthur Park Branch Library will provide users with access to the Library's collections both in the branch and throughout the system. Patrons will be able to manage much of their own library business within this Web-based system—holds, renewals, fines, etc. Self-checkout machines will allow patrons to continue the self-service model, which will provide a streamlined service approach favorable to all patrons.

The Library's state-of-the-art automated library system will form the core of electronic services and will expand the library user's access to the virtual library. The Library's new Horizon system, with installation scheduled for May 2003, will include a single search engine that will allow the patron to search multiple databases, the library catalog and the Internet with one search. This solution moves the Library closer to the "one stop shop" concept with a seamless interface between all resources, making the system much friendlier for all patrons. With this approach, the Library becomes the patron's information portal, meeting the variety of needs facing the multi-faceted patron of today.

All public computers will have Internet access so that users can search for information, participate in distance learning, and check e-mail. The computers will have time management software installed so that public workstation management is efficient. A variety of software packages mounted on public computer workstations will allow patrons to process documents, and to use a wide array of educational software such as ESL programs, etc.

Computer access for students and their families will be a service focus in the new Library, with the Family Learning Center and the Computer Learning Lab used for homework assistance and computer training.

The Library will provide computer access in all study and meeting spaces. Library users who have personal Internet-capable devices (laptop computers, notebooks, PDAs, cell phones, etc.) can use those devices at virtually any public seat in the Library.

The Library also plans to provide a free Internet "Hot Zone" that will allow patrons to use mobile devices to access the Internet outside of the confines of the library building. Free, unfettered access to the Internet and all of the Library's resources available through the World Wide Web will make the Library a portal for all of the MacArthur Park community.

The Library is dedicated to providing state-of-the-art software and hardware for both patron and staff use. With this goal in mind, the Library will include all workstation components in its Inventory Replacement Program which will ensure all PCs are replaced every three years, and printers and scanners every four years. Software will be replaced as new versions or alternate programs are developed.

The electronic infrastructure of the Library will support current and future technology needs and will be flexible so that technology change and upgrades can be accommodated. Technologies will include both wired and wireless telecommunications in order to provide the library user with the most state-of-the-art technology available to meet their computing needs. Staff workspaces will be designed for generous and efficient use of electronic technology to support library services and operations both now and in the future.

Proper training is considered fundamental to achieving the goal of a literate citizenry and is, therefore, a critical component of all programs and services offered by the Long Beach Public Library. The Library will provide all staff with training and support as staff learn new methods of providing reference, circulating materials, and helping the public access new electronic information resources. Fully trained technical support will also be available to support the technologies used in this facility.

Information literacy instruction is a core public library program. Public services staff will ensure that students visiting the new library will receive instruction to teach them the fundamentals necessary to collect, analyze and present information using all of the technologies available including a variety of document processing packages (word processing, spreadsheets, desktop publishing, etc.) and other educational software products approved by the Long Beach Unified School District.

The Library will install a workstation to accommodate people with special needs. Various adaptive and assistive technologies will be in place including specific software applications that will empower people with physical, visual and learning disabilities. Library staff, trained to use the various technologies of this workstation, will assist the library patron. Multi-lingual interfaces for the OPAC will be implemented to meet the varying language requirements of the community, and the Library will also make a children's OPAC interface available to stimulate the child's inquisitive imagination.

All technologies implemented will be guided by the Library's Technology Plan which supports the direction the Library will take over five years to achieve efficient and cost effective delivery of services to support patrons and staff. Technology will ensure that patrons and staff acquire the knowledge and skills necessary to be lifelong learners and productive citizens of the future.

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Technology Plan

The Long Beach Public Library's Strategic Plan includes a *Technology Plan, 2001-2005*. Please see Appendix A for the complete text of that plan. The Library's Technology Plan presents the direction the Library will take over five years to achieve efficient and cost effective delivery of services that support patron and staff activities. Technology will ensure that patrons and staff acquire the knowledge and skills necessary to be lifelong learners and productive citizens of the future.

In response to the community needs assessment, and in keeping with the Library's Strategic Plan, public access to technology will be integral to the services of the MacArthur Park Branch Library. Planning for the facility will include sufficient electronic infrastructure to support the use of technology applications now and in future years, with flexibility to accommodate change and upgrades easily.

Technology Vision Statement from the Library Strategic Plan:

The Library's technology vision is to provide proven, cost effective technology for patrons and staff that meet the Library's mission to provide services that foster lifelong learning, intellectual curiosity, and equitable and free access to information.

Goals and Objectives:

Goal 1: Library patrons and staff are supported by up-to-date technology that ensures the provision of quality services that are efficient and cost-effective.

  Objectives:

  ### *1. To maintain a state-of-the art automated system*

  The MacArthur Park Branch Library will benefit from all of the current technologies available to libraries today*.*

  The Library's website is the heart of system-wide electronic services. By accessing this site from home or in their neighborhood libraries, library users can search the system catalog via a graphical online system, which provides access to the nearly one million volumes held in the system. They can also use the Library's "virtual library" to gain access to electronic databases, the catalogs of other library systems, electronic resources targeted for specific age groups, and information about Internet search engines.

  Specifically the Library will provide access to a highly acclaimed automated library system that makes use of current technologies and allows for the integration of other applications and products to create an information portal for the library patron.

  The Library is presently migrating to the Horizon Sunrise integrated library system. Migration is expected to be complete by May, 2003. New services will include the ability for users to search across multiple platforms in one seamless search. For example, a student doing a paper on "dogs" can search the Library's catalog, various electronic resources, and the Internet in one simple search.

2. To provide an expanded wide area network (WAN)

In keeping with the Library's *Technology Plan 2001-2005*, the new Library will benefit from an expanded wide area network (WAN) to provide patrons with faster, more responsive service and upgraded products. Last year the Library increased its bandwidth connection to each library from a 256K line to a dedicated T1 line. This improved speed allows for increased electronic traffic and positions the Library to offer more services over the next few years. It is expected the Library will increase its bandwidth speed to the Internet within the next two years once the move to a new automated system is complete and the demand for services grows. The improved connectivity will pave the way for video streaming planned for the new Library.

3. To provide commercial databases and free information sources

The Library's Technology Plan states that*, "The Library will continue to negotiate and obtain access to electronic databases for all sites in the Long Beach Public Library System."* The citywide community needs assessment indicated a strong need for such resources and these resources are an integral part of the "virtual library." The MacArthur Park Branch Library will have the opportunity to bring these resources to the people of the community who do not have access to electronic information in their homes or in some cases, in their business lives.

4. To implement Z39.50 connectivity

Z39.50 is still an evolving standard for access to bibliographic and citation databases and not all databases are available via this protocol. As Z39.50 technology becomes standardized and more widely used by other libraries, the new Library will provide access to other databases using this technology. The emergence of the Internet and the tools to transparently access data across diverse computer platforms and wide distances provide new opportunities for cooperation through the use of Z39.50 connectivity.

Z39.50 will enable users at the proposed MacArthur Park Branch Library to search multiple databases, even if the databases are a diverse mix of library catalogs, citation and full text databases.

5. To implement a unified search engine

The MacArthur Park Branch Library will have access to a unified search engine, which will allow patrons to retrieve hits from multiple resources with one search engine. For example, the patron types in the term 'automobiles ', and with one search, they can obtain articles from subscription databases, Internet sites, and books from the Library's catalog.

This solution moves the Library closer to the 'one stop shop' concept with a seamless interface between all resources, making the system much friendlier for all patrons.

This service is slated for installation in May of 2003 system-wide.

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6. To provide a strong telecommunications infrastructure

The MacArthur Park Branch Library will benefit from LBPL's commitment to ensure that any equipment, wiring, etc., required to support new technologies is provided at all library sites. The new Library will have proper cabling for both wired and wireless technologies to accommodate the efficient and flexible use of computers and other electronic technology both now and in the future.

The community meeting room and the Family Learning Center and Computer Learning Lab of the new library will also include Internet access and projection capabilities for computer screens, slides, and videos/DVDs via permanently mounted equipment. Audio and video recording equipment will also be provided.

It is hoped that video conferencing facilities can be funded by Library support groups. The provision of this service will complete the interactive environment critical to the needs of students of all ages.

All furnishing systems in the facility, staff and public, will incorporate wire management components to provide safe and easily accessible access to power and data. The building will include proper raceways and cable channels mounted in the floors, ceilings and walls, to allow for easy data connection, including the installation of wireless antennas. A telecommunications closet will house all data lines, phone lines, routers and hubs, providing a safe environment for all electronic connections. All connectivity will follow industry standards and will include Category V cabling and 802.11 wireless technologies.

Proper electrical outlets will be provided in all furnishing systems, walls, and floors to ensure safe connectivity is established and maintained. Careful attention will be paid to minimizing distances from outlets to appliances to minimize shock and tripping hazards.

The Long Beach Public Library manages its own telecommunications network and integrated library system, with assistance from the City of Long Beach Technology Services Department when needed. To support the additional technologies that will be utilized in this new Library, the plan calls for an additional 20-hour/week computer operator. It is expected the new Library will require a higher level of service than all other libraries in the system.

The MacArthur Park Branch Library will also benefit from LBPL's server replacement program which meets vendor requirements and keeps the system state-of-the-art. Infrastructure maintenance also includes PC and peripheral equipment replacement plans which will also help keep the system current and state-of-the-art.

7. To provide self-service Internet PCs

The MacArthur Park Branch Library will employ technologies for Internet service that eliminate routine staff assistance where possible. The self-service Internet PCs available in this Library will provide access in a simple, reliable, predictable, and equitable manner with a minimum level of staff intervention. Services will include:

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- Automated scheduling that eliminates signup sheets / number tickets at the reference desk.
- Improved time-out user session software, based on the type of user.
- Security features that will deny access to patrons who are considered delinquent for whatever reason.
- Statistical tracking that provides data to analyze patron use patterns, database selection/retention, etc.

8. To implement new services as technologies evolve

The MacArthur Park Branch Library will benefit from new services planned for the library system as well. As of May 2003, the new Horizon system will allow library patrons to read book reviews and view book cover art online while searching the Library catalog. A children's interface is scheduled for implementation in December 2003. This will provide a "kid-friendly" forum for children to access the Library's resources.

Muliti-lingual interfaces, including Spanish, are also slated for installation in early 2004. Discussions are presently underway with the Library's automated library system vendor to develop a Khmer language interface for the online catalog. Such an interface is seen as a critical service component for the Cambodian community that this Library will serve.

New, sophisticated, user-driven time management software will allow the Library patron to manage their computer access in a more efficient economical manner. People will actually be able to book/reserve a computer work station from their home if they have access to the Internet, which will allow them to better manage their time while visiting the Library. While in the Library, this new software will allow the patron to better manage their computer workstation sessions with improved access to printing facilities and electronic resources.

9. To provide state-of-the art workstations, hardware and software

At the proposed MacArthur Park Branch Library, a total of 67 public computers are planned for opening day—27 open access computers, 24 wireless laptops, and 16 computers in the Family Learning Center. Based on 2020 projected population figures, this equates to one computer for every 1,400 residents.

Public access computers are included in each service area of the Branch—children's, young adult, and adult. The Family Learning Center and Computer Learning Lab will include training computer stations where qualified trainers will offer regular computer literacy classes at beginning and intermediate levels. The space will be equipped with computer projection capabilities for teaching. All computers will have a variety of appropriate educational software, approved and/or provided by the Long Beach Unified School District. Instruction will include basic computer literacy, Internet access/searching, and training on the use of the Library's catalogs and electronic databases.

The networked personal computer is critical to library operations. As sources, formats, and accessibility to electronic resources develop, the desktop computer

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becomes a necessity. Workstations will be capable of displaying a wide range of text, image and multimedia formats.

The Library is dedicated to providing state-of-the-art software and hardware for both patron and staff use. With this goal in mind, the Library will include all workstation components in its Inventory Replacement Program which will ensure all PCs are replaced every three to four years, and printers and scanners every four years. Software will be replaced as new versions or alternate programs are developed. The Library, through its partnership with the Long Beach Public Library Foundation, obtains substantial discounts on software applications through grant programs.

The Library will also implement technology that makes the maintenance of remote workstations manageable such as thin client and wireless technologies.

By their very nature, workstations are expanding to address several needs. The Library will ensure each functional area of the building has the workstation and associated peripheral equipment necessary to facilitate optimum service delivery. Specific areas will include:

Circulation Area
- PC workstations
- Materials theft-detection system
- Materials theft-detection desensitizers
- Receipt printers
- Networked laser printer
- Barcode scanners
- Telephone
- Cash register
- Panic buttons
- Intercom system
- Express self-checkout machines

Reference Desks
- PC workstations
- Networked laser printer
- Barcode scanners
- Telephone
- Panic buttons

Adult, Teen and Children Reference Areas
- PC workstations
- Debit card reader
- Networked laser printers
- Study tables with Internet capable connectivity (hard wired and wireless)
- Networked scanner

Children, Teen, and Adult Computers
- PC workstations

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- Networked printers
- Scanner
- Headphones and microphones for ESL practice

Children's Audiovisual Media Collection
- Listening station

Family Learning Center
- PC workstations
- Instructor/trainer station with PC and projection console
- Staff station
- Ceiling-mounted data projection system with control console
- Printers
- Video camera
- Microphones for ESL use
- Scanner
- Separate HVAC zone
- Telephone

Group Study Room
- Power, voice and data access

Tutoring Room
- Listening station
- Power, voice and data access

Storytelling and Class visit Space
- Rheostat for dimming lights for programs

Copy Center
- Copy machine, standard
- Copy machine, color

Community Meeting Room
- Ceiling-mounted video/data projection system
- Voice and data outlets
- Sound system
- Wireless laptop storage cart with 24 laptops
- Portable television
- Lectern with microphone

Staff Workroom
- PC workstations
- Desensitizers
- Networked laser printers
- Barcode scanners
- Telephone

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10. To enhance internal communications through a staff intranet

The new MacArthur Park Branch Library will employ technologies that improve communications among branch libraries and staff, including e-mail, listservs and internal staff websites. Staff newsletters, directories, policies and procedures are all available through a staff intranet. Keeping staff fully informed at all levels is a goal of the Long Beach Public Library and the intranet helps facilitate this critical component of staff communications.

11. To ensure database integrity through authority file maintenance

The MacArthur Park Branch Library will have access to a catalog that is state-of-the-art, with database integrity at its fullest. Because LBPL has contracted with a vendor to have routine authority file maintenance performed, this will ensure that the Library's catalog offers users an efficient and cost effective means of identifying resources located in the library system.

12. To provide a high level of training and support.

The trend toward more complex, multi-vendor, multi-platform computing environments and the growth of inter-networking has raised the need for data processing professionals. The MacArthur Park Branch Library will benefit from the Library's commitment to ensure its technical support staff remain current in their skills development.

The Long Beach Public Library manages its own telecommunications network and integrated library system, with assistance from the City of Long Beach Technology Services Department when needed. The new MacArthur Park Branch Library will receive an enhanced level of service in that a half-time computer operator is planned to support the additional technologies that will be utilized in this new building.

Public Services staff training and development in the area of technology is also of prime importance to the Library. All staff using any equipment in the Library will be trained on its proper use, including any application software. Staff will also know how to instruct the library user, whether an adult or child, on the proper use of the Library's technologies.

Proper training is considered fundamental to the goal of creating a literate citizenry and is a critical component of all programs and services offered by the Long Beach Public Library. The Library's Technical Support staff provide all staff with training and support as staff learn new ways of providing reference, circulating materials, and helping the public access new electronic information resources. A list of Technical Support staff is provided on page 30 of this document.

13. To use electronic technologies to meet special needs

The MacArthur Park Branch Library will provide one workstation to accommodate people with special needs. This workstation will include a table that is height adjustable. The Branch Library will also make adaptive keyboards, large print

keypads, Braille keypads and alternative keypads available to meet the needs of the user. Alternative mice, headphones and microphones will assist users as well.

Specific software applications that will empower people with physical, visual and learning disabilities will be installed. Branch Library staff, trained to use the various technologies of this workstation, will assist the library patron.

The Library has been meeting with the City's Citizen Advisory Commission on Disabilities to ask this group's assistance in the application of technologies suitable to people with disabilities. Additionally, the Library is presently developing a system-wide plan of service for people with disabilities through an LSTA grant award. It is expected that the MacArthur Park Branch Library will benefit from such a plan and any technologies introduced as part of the program.

Multi-lingual interfaces to the OPAC will be implemented to meet language requirements. Spanish will be implemented in 2004, and talks are presently underway with the Library's automated library system vendor to develop a Khmer language interface for the online catalog. Such an interface is seen as a critical service component for the Cambodian community that this Library will serve.

The Library will investigate Interactive Voice Response (IVR) technologies to help the visually impaired with access to the Internet.

The Library will also make a children's OPAC interface available to stimulate the child's inquisitive imagination. Implementation of this service is slated for December 2003.

14. To make special collections more readily available through digitization

Starting in 2004, the Library plans to digitize special collections that are not readily available through the online catalog, including the Long Beach Historical Picture Collection. The new Branch Library will benefit from this project by having access to materials only found at the Main Library. Through a special "Photo Days" program, residents of the MacArthur Park area will be encouraged to contribute their family photos to the local history archive. Proven technologies will open the doors to this invaluable collection electronically.

15. To make the best use of financial resources through cost-effective procurement practices

The Library, per its Technology Plan, is committed to purchasing equipment using the most cost effective procurement processes available. The MacArthur Park Branch Library will benefit from established plans currently in place.

Goal 2: Strengthen cooperation with other community agencies and libraries to the benefit of Long Beach residents.

Objectives:

1. *Local Links.*

The MacArthur Park Branch Library will serve as a leader to other local libraries in the surrounding area by offering access to electronic collections as well as offering support and consultation in selecting and implementing new technologies.

The Library will forge partnerships with other public and private agencies to offer technologically based programs/services that are of mutual benefit. The Joint-Venture project with the Long Beach Unified School District will work toward this end, benefiting the schools and the Library, and most importantly, the students and their families.

The Long Beach Public Library and the Long Beach Unified School District are entering into a joint venture agreement in order to create a partnership to enhance after-school educational opportunities for Long Beach children and their families, who reside in the Anaheim Corridor.

Based upon the needs of the community, especially the youth, the agreement proposes the implementation of a Family Learning Center Program which includes homework assistance and computer learning activities. These were identified as providing the strongest educational support. Program components include homework help using trained paid tutors called Homework Helpers, computer-based learning opportunities using a variety of educational software, library resources, textbooks, and partner/school/library support networks which encourage the involvement of parents at the Library and in their children's school work and which support the parents' use of library resources.

2. *Arroyo Seco Library Network and Metropolitan Cooperative Library System.*

The MacArthur Park Branch Library will benefit from the Long Beach Public Library's participation in the newly formed Arroyo Seco Library Network, which is Region Four of the Library of California. To date, the Library has provided technical support wherever necessary and will continue to do so to the benefit of all member libraries. The Library will strongly support the Arroyo Seco Library Network as it implements technologies such as video teleconferencing, listservs, low-cost subscription databases, and websites.

3. *Metropolitan Cooperative Library System (MCLS).*

The MacArthur Park Branch Library will benefit from LBPL's continued membership in MCLS. Participation in ventures that foster communication and resource sharing among its members will enhance the services made available to the MacArthur Park community. The Library's participation in the Cooperative's 24/7 Reference Project is one such project. Other services include

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traditional second-level reference, interlibrary loan, workshops, networking and special publications.

4. State Links.

The Library will participate and benefit from the California State Library's virtual union catalog project and any other projects that the Library can support technologically.

The Library will continue to participate in the state's California TeleConnect Program on an annual basis to deliver the most cost effective telecommunication services possible to the Library system. This will allow the new Branch Library to enjoy high speed telecommunication services at discounted rates.

5. Federal Links.

The Library will continue to participate in the federal Universal Service (E-rate) Program on an annual basis to deliver the most cost effective telecommunication services possible to the Library system.

The Library will ensure that technologies are implemented to meet federal guidelines in order to remain eligible for federal funding so the MacArthur Park Branch Library can benefit from high speed Internet connectivity at reduced rates.

The Library will continue to develop a plan of service for people with disabilities that meets the requirements of the LSTA Public Library Service for People with Disabilities grant program awarded to the Long Beach Public Library though the California State Library. It is expected that the MacArthur Park Branch Library will benefit from such a plan and any technologies introduced as part of the program.

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Goal 3: The Library will monitor and respond to trends and developments in library practices that employ effective technologies that improve library services and/or reduce costs.

Objectives:

1. To utilize technologies that promote self-service

Self-service is an increasingly important component of public library service. The MacArthur Park Branch Library will have two automated self-check stations so that library users can handle their own check-outs if they prefer. These stations are popular, and it is expected many or most library users will prefer them over staff-assisted checkouts. The self-check units will reduce lines at circulation desks while providing enhanced service levels. Library users will have a faster, more efficient way to get what they want from their library. In addition, the Library plans to install units that offer multi-languages to serve the diverse clientele.

2. To enhance the use of video technology

The new Library will make streaming video available to all patrons in the library. It is expected the new Library will also have the capability to offer video recording equipment should users require such a service.

It is hoped that video conferencing facilities can be funded by Library support groups. The provision of this service will complete the interactive environment critical to the needs of students of all ages.

3. To enhance the Library as the portal for all user needs

It is the intent of the Long Beach Public Library to make the Library the portal for all of the library user's needs, both electronically and in-person. The Library will achieve this through providing both hard-wired and/or wireless services in all study areas and in all areas with reader seats. Library users will have the ability to connect to the Library's resources and the resources available via the World Wide Web using any device of their choosing. Wireless technology will allow the laptop, notebook, PDA, and cell phone user the ability to connect in a seamless manner.

4. To explore the feasibility of an "Internet Hot Zone" in the Anaheim Corridor

The MacArthur Park Branch Library, in cooperation with the City of Long Beach, will extend the City's "Internet Hot Zone", currently available in the downtown area, to the Anaheim Corridor. This free service allows users to connect to the Internet at broadband speeds while actually being outside of the physical confines of the Library building. This will allow users to avail themselves of the area amenities, including MacArthur Park. This service will be an added convenience for business people in the area, as well as students wishing to work or study in the outdoors.

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5. To implement wireless technology

The Library plans to make available 24 laptop computers to facilitate access to the wireless networks that will be available inside and outside the library building. Initially the laptops will be for Library use only.

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Electronic Technology to Meet Student Needs

The needs identified through the community-based assessment include requests to enlarge and broaden the assistance offered through the current FLC program. Students, parents and teachers asked for side-by-side programs to strengthen basic skills in children, teens, and adults to help them be more successful. Teachers asked for programs to help parents understand the important role they have in modeling the importance of education and learning.

Through the needs assessment we learned that while many families own computers few have Internet access. Often the families have purchased the computers for their high school students. The younger students related that they could not use the computers at home because older siblings were using them.

The needs of this multi-ethnic and largely immigrant community for all services, but especially educational services, are great and have been well documented over a period of 20 years. Long Beach Unified School District (LBUSD) has placed the educational needs of this diverse community on its highly critical list.

LBUSD – Technology Use Plan

The LBUSD mission is to provide a comprehensive technology use plan to effectively leverage and optimize all resources, human and fiscal, to support a standards-based curriculum to maximize student achievement. This plan will enhance the effective use of technology for instruction while providing all students equal access to the technology of the information superhighway.

The Long Beach Unified School District has a strong focus on standards-based instruction across all the content areas. The instructional goal of the district is to introduce education technology as one additional tool in their arsenal of resources available to improve student achievement. Expected student outcomes as a result of technology use are:

- Students will understand the various applications of technology in society.
- Students will move toward proficiency in skills related to technology used in society.
- Students will use appropriate technology tools to collect, analyze, and present information across the curriculum.

LBUSD Technology Goals:

1. ***Teachers and students will integrate appropriate technology to support teaching and learning in a standards-based classroom.***

    The MacArthur Park Branch Library's Family Learning Center and Computer Learning Lab will complement the District's technology goal by becoming an extension of the classroom. The Center will offer access to 16 computers, 4 networked printers, a networked scanner, a computer literacy trainer station with computer and projection console, a wall/ceiling mounted pull-down screen, a ceiling mounted projection system, audio / video recording equipment, and word

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processing software, educational software, and filtered Internet access. Seating will accommodate study and curriculum-related educational activities.

It is hoped that video conferencing facilities can be funded and made available to facilitate distance learning initiatives at a later date.

Ten of the computer workstations will accommodate one student each. Six of the computer workstations will accommodate two users so that two students or a parent and a student can work together. Alternatively, these two-person stations will allow Homework Helpers and teachers to sit with the student and assist one-on-one. These workstations will contain a variety of software including School District adopted products, document processing packages (word processing, spreadsheets, desktop publishing, etc.) and other educational software products. Refer to Appendix B for a list of the software applications currently available in the existing Family Learning Center. Trained LBUSD teachers and aides in the Center will teach students on the use of the equipment and software.

In addition to the computers in the Family Learning Center, the Library's 27 open public access computers are expected to be used heavily by students in grades K-12. On these computers, as well as those in the Family Learning Center, students will have access to a vast array of electronic databases. Please see Appendix C for a listing of the electronic resources currently available through the Library's online system.

Computers located in the Children's area will have "kid-friendly" interfaces that will encourage the child to be an active participant. Alternative language interfaces will also allow the foreign-language parent to participate in the development of their children's education.

2. *Students will have the essential information literacy skills to use appropriate technology tools to collect, analyze, and present information.*

Information literacy instruction is a core public library program. Students visiting the new MacArthur Park Branch Library will receive instruction to teach them the fundamentals necessary to collect, analyze and present information. Software programs in the Family Learning Center will teach the appropriate methodology for presentation including word processing, spreadsheets, databases, and desktop publishing applications. Along with staff, trained LBUSD teachers and paraprofessionals in the Center will teach students on the use of the equipment and software to help realize this goal.

3. *Students will have regular access to technology resources in the Family Learning Center/Computer Learning Lab*

The MacArthur Park Branch Library will provide an extension of the school learning environment in the critical after-school hours and on weekends. With tutors, homework helpers and teachers assisting in the Center, students will have easy access to curriculum-based assistance outside of regular school hours. Instruction and training on the use of technologies to assist with assignments will be readily available for student use.

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4. Teachers and administrators will utilize appropriate technology to monitor, analyze, and communicate student performance.

Educational software, approved by the School District, will be installed on all workstations in the Family Learning Center. This could include tracking and performance monitoring software that would provide the teacher with additional input into the development of the student.

5. Schools will use the Internet, e-mail, and voice mail to communicate more effectively with parents.

With 27 open access computers, 24 wireless laptops, and 16 computers in the Family Learning Center/Computer Learning Lab, parents will have easy access to e-mail and the Internet to dialogue with teachers regarding the development of their child. Homework Helpers and teachers working in the Family Learning Center will also be able to provide instruction on the appropriate use of technology to further the parent's ability to participate in their child's education.

The MacArthur Park Branch Library through the Joint Venture agreement with the Long Beach Unified School District is in an excellent position to provide the technological support necessary to foster a seamless learning environment for students of all ages. Aside from the successfully proven services offered in the Family Learning Center, staff will provide professional reference services, quality programs, and materials that utilize the very best in technology. Additionally, students will have access to Tutor.com, an online, interactive tutoring service the Library subscribes to, as well as the services of an online reference librarian through the Library's participation in the local 24/7 reference project. Students will be able to avail themselves of many resources electronically, including trained professionals who can be reached via the Internet.

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Comprehensive Evaluation Plan

In order for the MacArthur Park Branch Library to continue to be a vital community resource, the Library on a biennial basis will conduct a comprehensive evaluation of its effectiveness in meeting community needs and the efficiency of its operations. The Library will

- survey library users and non-users to determine community needs that are being met and those that are un-met;
- reassess priorities and allocate resources (monetary and personnel) accordingly;
- review and evaluate staffing and training needs to ensure the Library offers the best possible service;
- review and evaluate space needs to ensure that collections, services and programs are meeting the needs of the community;
- implement, review and update the Technology Plan to ensure that the Library is technologically current;
- maintain a significant commitment to its volunteers and the many tasks and functions they perform which enable the Library to provide enhanced services; and
- review and evaluate the condition of the Library building and its major components—equipment, furniture, carpeting, etc., handling improvements and repairs as needed.

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More Than "Just A Library"

Surrounded by urban high-density with residences, ethnic restaurants, grocery stores, and businesses reflecting the community's diverse heritages, the new Library will be located adjacent to MacArthur Park.

The MacArthur Park area is heavily trafficked by people going about their daily lives—adults going to work by car, bus, bicycle or walking, shopping for groceries and clothing, going to restaurants, children going to school, people of all ages recreating in the park. Historically, the existing library and park have formed an important center for the community.

The Department of Parks, Recreation, and Marine has received a grant to build a cultural center in MacArthur Park just opposite the library project site. This Center will be a 2000 sq. ft. building for the Homeland Program which provides youth and adults with opportunities to enhance their lives through an arts education project, molds youth talent into marketable skills, and provides cultural awareness for youth and adults in this inner-city community. A common thread in the needs assessment was the desire to overcome the separateness of various groups in the community and to have opportunities to learn about each other's cultures. The new Homeland Center and the new Library have the potential to form a cultural nexus for this emerging community.

Residents of all ages are hungry for a variety of enrichment programs and see the new Library as an exciting venue and destination. The new Library will have a freshwater aquarium, a community room complete with kitchen facilities to allow for greatly expanded programming and cultural activities, places in the library to escape from the hustle and bustle of Anaheim Street, two listening stations for users to preview music or listen to recorded books, garden areas, an enhanced Family Learning Center and Computer Learning Lab for students and their parents, shared computer workstations, two-person lounge chairs for parents and children to use to share reading experiences, a special class visit and storytelling space, stroller parking, and much, much more.

Because the Library will have such prominence by virtue of its mission, its location, and its architecture, community leaders see the new Library as a catalyst to revitalize the area and to create a powerful synergy in the heart of this community.

The new Branch Library will become a focal point and destination for the community and will inspire neighborhood pride. The new Library seeks to become the "heart" of the community.

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Appendix A

Global Reach~Local Touch: A Strategic Plan to Improve Library Service to the Long Beach Community, 2001-2005

- See separate document

- The Library's Technology Plan is included in this document.

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Appendix B

Software Applications Currently Available in the Existing Family Learning Center

Encarta Reference Suite

Kaplan SAT/PSAT/ACT

Microsoft
  Word
  Excel
  Publisher
  Access
  PowerPoint

MSB Rainforest

MSB Animals

MSB Earth

Pandora's Box

Printshop

Resume Maker

Appendix C

Electronic Resources Currently Available Online Through
the Long Beach Public Library System

American Heritage Children's Dictionary

Ancestry Plus

Associations Unlimited

Biography and Genealogy Master Index

Business and Company Resource Center

Business Source Elite (Ebsco)

CQ's Electronic Encyclopedia of American Government

CQ Insider

The CQ Public Affairs Collection

CQ Supreme Court Collection

CQ Weekly

Ebsco Image Collection (Pictures)

EbscoHost Magazines

Informacion en Espanol (Ebsco)

Electric Library / Big Chalk Library

Encyclopedia of Animals

Ethnic NewsWatch

Funk and Wagnall's New World Encyclopedia

Grove Dictionary of Art

Health & Wellness Resource Center & Alternative Health

Heritage Quest

LawChek.Com

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Literature Resource Center (Gale)

Novelist (Reading Suggestions)

Primary Search (Ebsco)

ProQuest Newspapers

Rand California (California Statistics)

Reference USA

Searchasaurus (Ebsco)